# BlackBerry AtHoc

## Self Service User Guide

7.9 (FE-2)

# Contents

# Getting started

The BlackBerry AtHoc Self Service User Guide explains how to use the Self Service application to configure alert subscriptions, view your inbox, profile, and activity in the BlackBerry AtHoc system, manage your dependents, and troubleshoot problems that might arise when using the application.

**Note:** Self Service in responsive mode is section 508-compliant. Self Service is in responsive mode by default in BlackBerry AtHoc 7.8 or later release.

# BlackBerry AtHoc Self Service application

The BlackBerry AtHoc emergency notification system has been installed at your site to deliver alerts regarding critical incidents and situations such as severe weather events, external threats, and environmental disasters.

Self Service is a web application that allows you to receive and respond to critical alerts and accountability events targeted to you, view and manage your profile, manage your dependents, move to another organization, and update your password.

## Register for Self Service

**Note:** If you have the AtHoc Desktop app installed on your desktop, you do not need to register and this section is not relevant to you.

1. Click the **URL link** for BlackBerry AtHoc Self Service that was provided to you by your administrator.
2. On the **Registration** screen, create a username for yourself.
3. Create a password for your account.
4. Re-enter your password to confirm it.
5. Optionally, if your system has reCAPTCHA enabled for user verification, select the **I'm not a robot** check box.
6. Click **Register**.

   The Self Service application opens, displaying your Inbox, which allows you to view and respond to alerts and messages from your organization.
7. If your system is configured to require an organizational hierarchy selection, click **Select** next to **Updated Organizational Hierarchy**. The Select the Organizational Position window opens.
8. Select your **organizational hierarchy** and click **Apply**.
9. Click **Save**.

## Access Self Service from a URL link

**Note:** The only time you need to sign in is if the computer you are using does not have the AtHoc desktop app installed, single sign-on is disabled for your organization, and you do not use a Windows username/domain combination or a CAC card for authentication.

1. Click the **URL** provided by your administrator.
2. On the **Login** screen, enter your **Username** and **password**.

   **Note:** Your username and password are normally the same as your Windows Login username and password. In some cases, though, your organization will send you a unique username and password that you should use instead.
3. Click **Log In**.
4. If your system has two-factor authentication enabled, you will see the Two-Factor Authentication page. To continue accessing Self Service, complete the following steps:

   a. Choose a delivery method to receive a verification code (email, phone, or text).
   b. Optionally, if your system has reCAPTCHA enabled for user verification, select the **I'm not a robot** check box.
   c. Click **Next**. The Verification Required window opens and a verification code is sent to your device.
   d. Enter the verification code and click **Submit**.

### Recover your forgotten username

**Note:** The information in the following topic is relevant only if you log in to Self Service using a username and password.

1. On the **login** screen, click **Forgot Username?** under the **Username** field.
2. On the **Retrieve Username** window, enter your email address.
3. If your system has reCAPTCHA enabled for user verification, select the **I'm not a robot** check box.
4. Click **Submit**.

   Your username is then sent to your email address.
5. Log in to Self Service using the username that appears in the email.

### Reset your forgotten password

**Note:** The information in the following topic is relevant only if you log in to Self Service using a username and password.

1. On the **login** screen, click **Forgot Password?** under the **Password** field.
2. On the **Reset Password** window, enter your email address.
3. If your system has reCAPTCHA enabled for user verification, select the **I'm not a robot** check box.
4. Click **Submit**.

   An email containing a reset password link is then sent to your email address.
5. Open the email, then click the link embedded within the body of the message.
6. On the **BlackBerry AtHoc Reset Password** screen, enter your new password, then re-enter the password to confirm it.
7. Click **Next**.

   If your password meets the length and complexity requirements set by your administrator, a confirmation screen appears.
8. Click **Go to Login**.

## Access Self Service using the BlackBerry AtHoc Desktop App

1. Right-click .
2. In the menu that appears, click **Access Self Service**.
3. On the **Welcome pop-up screen**, click **OK**.

The Self Service application opens, displaying the Inbox, which contains information about all alerts in the system that relate to you.

## Inbox

The Inbox displays all of the alerts that have been sent to you and allows you to perform the actions described in this section.

### View a list of your alerts and events

To view a list of your alerts and events in Self Service, click the **Inbox** button in the top navigation bar. The Inbox appears, and displays the following information about your alerts and events:

- Severity

- Title
- Status (Live or Ended)
- Time
- Type
- Published By
- (Indicates the alert or event includes a map.)

By default, 20 items are displayed per page. You can set the Inbox to display 50 or 100 items per page.

**Note:** This list contains only live and ended alerts and events that have been sent to you.

**Tip:** Click any column heading to sort the Inbox. Click to update the Inbox.

## View the details of an alert or event

You can view details about an alert or event that appears in your Self Service Inbox.

1. Click **Inbox** in the top navigation bar. The Inbox opens, displaying your alerts and events.
2. Click the alert or event that you want to view. The alert or event details screen opens.

   The following information is displayed for a selected alert:

   - **Details** section:
     - Severity
     - Title
     - Status
     - Date and time
     - Published By
     - Expiration date and time
   - **Response Options** section:
     - Available response options
     - Replied on date and time
   - **Content** section:
     - Body content
     - Location (if included in the alert)

   The following information is displayed for a selected event:

   - **Details** section:
     - Severity
     - Title
     - Status
     - Date and time
     - Published By
     - Expiration date and time
   - **Update Status** section:
     - Display name and status of users
   - **Content** section:
     - Body content
     - Location (if included in the event)
   - **Status History** section:

    - Status, date, time, and updated by information
- **Dependents Status History** section:
    - Status, date, time, and updated by information for each dependent
- **Alerts** section:
    - Alert title for the initial, reminder, and ending alerts for the event
    - Date and time for each alert
    - Content text of each alert

3. Optionally, for alerts that require a response, select your response in the **Response Options** section and click **Submit Response**.
4. Optionally, for events that require a response, in the **Update My Status** section, click . On the **Affected Users** window, select your status from the list and click **Apply**.

## View an alert location on a map

To view location details for an alert or event that appears in the Inbox, complete the following steps:

1. Click **Inbox** in the top navigation bar. The Inbox appears, displaying all of your alerts and events.
2. Click the alert or event whose location details you want to view. The alert or event details appear on the right half of the screen.
3. Click  next to the **small map** to open a large map showing the alert or event location.

## Search your Inbox for an alert or event

1. Click **Inbox** in the top navigation bar. The Inbox appears, displaying your alerts and events.
2. In the **Search** field, enter all or part of a word or phrase that appears in the title or content fields of the alert or event you are searching for.
3. Click .

The screen refreshes and displays all alerts and events that match your search criteria.

## Filter the Inbox

You can filter the inbox by the clicking **Advanced** beside the search field. Filter by any of the following event or alert parameters:

- **Published By**: Enter the username for an alert or event publisher.
- **Alert type**: Click **Select Types**. On the **Select Types** window, select one or more types and click **OK**.
- **Severity**: Select one or more severity options.
- **Pending Reply**: Select **Yes** or **No**.
- **Status**: Select **Live** or **Expired**.
- **Sent** and **To**: See Filter the Inbox by date.

When you have selected the parameters, click **Apply**. The Inbox refreshes and displays the alerts and events that have the parameters you selected.

### Filter the Inbox by date

To filter the Inbox so that it displays only alerts or events that fall within a specified date range, complete the steps outlined below. If you want to include all alerts and events up to a specific date or all alerts and events on or after a specific date, you can leave the other date range field blank and create an open-ended filter. For example, a filter set to `Show alerts between 09/01/2013 and MM/dd/yyyy` includes all alerts that took place on or after September 1, 2013 up to and including the current date. Similarly, a filter set to `Show alerts between MM/dd/yyyy and 09/01/2014` includes all alerts that took place up to and including September 1, 2014.

1. Click **Inbox** in the top navigation bar. The Inbox then appears, displaying your alerts and events.
2. Click **Advanced** beside the search field to expand it.
3. In the first field in the **Sent** section, enter the month, date, and year that you want to use as the starting point of the date range.

   **Note:** You can also click and select the date you want from the calendar that pops up. To navigate to a different month, click and . To navigate to a different year, click the current year and then use the and arrows to move to the year you want.
4. In the second field in the **Sent** section, enter or select the month, date, and year that you want to use as the ending point of the date range.
5. Click **Apply**.

   The Inbox refreshes to display only those alerts and events that fall within the range you specified.

## Respond to an alert from the Inbox

1. Click **Inbox** in the top navigation bar. The Inbox appears, displaying your alerts and events.
2. Click the alert you want to respond to.
3. On the alert details page, in the **Response Options** section, select your response.
4. Click **Submit Response**. A success message appears and the Response Options section refreshes to display the date and time of your response.
5. Click **Back** to return to the Inbox.

## Respond to an event from the Inbox

1. Click **Inbox** in the top navigation bar. The Inbox appears, displaying your alerts and events.
2. Click the event you want to reply to.

   **Tip:** Click to view the Status History for the event. This option is visible only for users who have a status.
3. On the event details page, in the **Update My Status** section, click .
4. On the **Affected Users** window, select your status from the list.
5. Optionally, add text in the **Comments** field.
6. Click **Apply**. The event details page refreshes and displays your updated status in the **Update Status** section.
7. Click **Back** to return to the Inbox.

## Respond to an event on behalf of your dependents

You can respond to an event on behalf of your dependents from your Self Service Inbox.

1. Click **Inbox** in the top navigation bar. The Inbox appears, displaying your alerts and events.
2. Click the event that you want to respond to on behalf of your dependents.

   **Tip:** Click to view the Dependents Status History for the event. This option is visible only for dependents who have a status.
3. On the event details page, in the **Update Status** section, click in the row for your dependent.
4. On the **Affected Users** window, select a status from the **Status** list.
5. Optionally, add a comment about the status of your dependent in the **Comments** field.
6. Click **Apply**. The event details page refreshes and displays the updated status of your dependent in the **Update Status** section.
7. Optionally, repeat Steps 3 through 6 to update the status of additional dependents.
8. Click **Back** to return to the Inbox.

# My Profile screen

The My Profile screen displays all of the information related to your profile in the system and allows you to perform the actions described in this section.

## View your profile

To view your profile in Self Service, click **My Profile** in the top navigation bar. The My Profile screen appears, displaying all of your profile information divided into the following sections:

- **Basic Info**: Displays your Username, Mapping ID, First name, Last name, Display name, Pin (if your system is set up to receive voicemail on mobile, VoIP, and land line phones), Created on date, Home Address, Temporary work location, Organizational hierarchy, and User ID.
- **Numbers**: Displays your home and mobile phone numbers.
- **Online Addresses**: Displays your personal and work email addresses and your text messaging number.
- **Physical Addresses**: Displays your home and work addresses.
- **Password**: This section appears only if the corresponding organization requires manual authentication. Displays the date and time the password was last changed. Also displays an Edit link that can be clicked to change the password.
- **Organization Subscriptions**: This section only appears if the organization subscription feature is enabled for your organization and organizations are configured for subscription. This section displays your organization subscriptions and the end date for each subscription, if set.
- **BlackBerry AtHoc Apps**: Shows whether you are active on the BlackBerry AtHoc Desktop App or Mobile App. If you are logged in, the number of instances you are logged in to on each app is displayed. If you are not logged in, the field displays the phrase *Not Available*.
- **Advanced Information**: Displays any custom attributes defined by your system administrator.

## Edit your profile

1. Click **My Profile** in the top navigation bar.
2. On the **My Profile** screen, click **Edit**.

   The screen refreshes and the following fields become editable:

   - **Basic Info**: You can edit any attributes that are configured for your organization, if your organization is set up to allow attributes to be updated by end users.
   - **Numbers**: Phone - Mobile and Phone - Home
   - **Online addresses**: Email - Personal and Email - Work
   - **Physical addresses**: Home and work addresses. See Update a physical address.
   - **Password**: The Password section appears only if the corresponding organization requires manual authentication. See Update your password.
   - **Organization Subscriptions**: This section only appears if the organization subscription feature is enabled for your organization and organizations are configured for subscription. This section displays your organization subscriptions, the start and end dates, and the assigner for each subscription. See Subscribe to organizations.
   - **BlackBerry AtHoc Apps**: Shows whether you are active on the  BlackBerry AtHoc desktop app or mobile app. If you are logged in, the number of instances you are logged in to on each app is displayed. If you are not logged in, the field displays the phrase *Not Available*. Click **Generate Code** during the desktop app registration process to generate a registration code. To delete an unused mobile device, see Delete unused mobile devices from your profile.

- **Advanced Information**: Any custom attributes that your system administrator has given you permission to edit.
3. Make changes to any of the editable fields.
4. Click **Save**.

#### Delete unused mobile devices from your profile

To prevent reaching the device limit for your profile, you can remove unused mobile devices.

1. Click **My Profile** in the top navigation bar.
2. On your profile page, in the **BlackBerry AtHoc Apps** section, beside **Mobile App**, click **Active** (*x*).
3. On the **User Mobile Devices** window, click ✖ beside the mobile device you want to delete.
4. On the confirmation window, click **Delete**.

The mobile device is removed from your profile.

### Add or update a PIN for voicemail

If voicemail alerts have been configured for your system, you can create or update a PIN for retrieving BlackBerry AtHoc alerts on voicemail by completing the following steps:

1. Click **My Profile** in the top navigation bar. The My Profile screen appears, displaying all of your profile information.
2. In the **Basic Info** section, enter or update your PIN in the **Pin** field.
3. Confirm the PIN by re-entering it in the **Confirm Pin** field.
4. Click **Save**.

### Update a physical address

The system does not allow you to edit the physical addresses associated with your profile, but you can remove them and then enter updated addresses in their place. To update a physical address, complete the following steps:

1. Click **My Profile** in the top navigation bar. The My Profile screen appears, displaying all of your profile information.
2. In the **Physical addresses** section, click **Clear** next to the address you want to update.

   The original address is replaced by a text-entry field.
3. Enter the new address, including the zip code.
4. Click **Save**.

The new address then appears in the section with next to it that you can click to see the address on a map.

### Update your password

**Note:** The information in the following topic is relevant only if you log in to Self Service manually using a username and password.

1. Click **My Profile** in the top navigation bar. The My Profile screen appears, displaying all of your profile information.
2. In the **Password** section, click the **Edit** link.
3. On the **Reset Password** window, enter and confirm your new password.

   **Note:** Any password rules that your organization has created will appear on the screen under the Confirm New Password field. If you fail to follow the rules, an error message will appear and your password will not be accepted.

4. Optionally, if your system has reCAPTCHA enabled for user verification, select the **I'm not a robot** check box.
5. Click **Next**.

## Update your organizational hierarchy

1. Click **My Profile** in the top navigation bar. The My Profile screen appears, displaying all of your profile information.
2. In the **Basic Information** section, click **Select** next to **Updated Organizational Hierarchy**.
3. On the **Select the Organizational Position** window, select your organizational hierarchy and click **Apply**.
4. Click **Save**.

## Prioritize your personal devices

If your administrator has configured the ability for users to prioritize the order of their personal devices, you can prioritize the personal devices you use to receive alerts from the My Profile screen in Self Service. The highest priority personal device will receive any alerts you are targeted in first. If you respond to the alert on that device, the alert is not sent to your other personal devices. You must have at least one personal device enabled with a device address in your user profile to prioritize your personal devices.

1. Click **My Profile** in the top navigation bar.
2. On the **My Profile** screen, click **More Actions** > **Prioritize personal devices**.
3. On the **Prioritize Personal Devices** window, click ⬍ and drag to reorder the device. Personal devices are prioritized according to their position in the list, with the highest priority device appearing on top. The higher a device is in the list, the higher its priority.

   If the desktop app appears in the list of your devices, it cannot be reordered.
4. Click **Save**.

## Move to organization

If your administrator has configured the ability for users to move themselves to different organizations, you may move yourself from one organization to another from the My Profile screen in Self Service.

When you move to another organization, your profile data is also moved to the new organization. The Self Service page of your new organization may have a different look and layout. If you are an operator, any permissions that you had in your original organization are revoked. If you had enterprise administrator permissions in the enterprise organization, they are retained. If you had permissions in other organizations within the enterprise or organizations outside of the enterprise organization, they are retained. If you have dependents, they are also moved. If you have subscriptions to other sub organizations, they will be cancelled.

1. Click **My Profile** in the top navigation bar. The My Profile screen opens, displaying all of your profile information.
2. Click **Move to Organization**. The Move to Organization window opens.
3. Select an organization from the list. You can type the name of the organization to narrow the list.
4. Click **OK**. A confirmation window opens.
5. Click **Continue**.

## Subscribe to organizations

If your administrator has configured the ability for users to subscribe to different organizations, you can subscribe to any organization that has been configured for subscription from the My Profile screen in Self Service.

When you subscribe to another organization, you can be targeted in alerts and accountability events from both your home organization and your subscribed organizations. You can subscribe to up to three organizations.

Dependent users cannot be subscribed to organizations. If you subscribe to an organization your dependent users remain in your home organization and are still targetable in alerts and events from the home organization. They cannot be targeted from any subscribed organizations.

You can cancel your organization subscriptions at any time from the Organization Subscriptions section of the My Profile screen.

1. Click **My Profile** in the top navigation bar.
2. On the **My Profile** screen, click **Edit**.
3. In the **Organization Subscriptions** section, click **Add Subscription**.
4. On the **Subscribe Organization** window, select an organization.
5. Click **Apply**.
6. Optionally, in the **Organization Subscriptions** section, click next to the subscribed organization to set an end date for the subscription.
7. Optionally, in the **Basic Info** section, enter an address in the **Temporary work location** field.
8. Click **Save**.

# Dependents screen

The Dependents screen displays information related to your dependents in the system and allows you to add, edit, or delete dependents.

## View, edit, or delete your dependents

1. Log in to Self Service and click **Dependents**. The Dependents screen opens, listing your current dependents.
2. Optionally, enter a name in the **Search by name** field to find a specific dependent.
3. Click the row for a dependent. The Edit Dependent screen opens.
4. Edit the basic user information, contact information, or password as needed.
5. Optionally, in the **BlackBerry AtHoc Apps** section, click **Active (*x*)** beside **Mobile App** to delete your dependent's unused mobile device. On the **User Mobile Devices** window, click beside the mobile device you want to delete.
6. Click **Save**.
7. Optionally, click to delete the dependent. Click **Delete** on the confirmation window that appears.

## Add a dependent

You can add dependent accounts for family members or anyone that should receive alerts when you do. Add a dependent account for anyone who is your responsibility and does not have an account in the system.

The operator has the option to include dependents when sending out an alert or requesting accountability status.

Dependents can respond to alerts and update their status for events from the Self Service inbox if a password is added to their user profile and manual user authentication is enabled for Self Service in the organization.

If your dependent does not respond to an accountability event, you may be requested to provide their status through the Inbox.

1. Log in to Self Service and click **Dependents**. The Dependents screen opens, listing your current dependents.
2. Click **Add**.
3. On the **New Dependent** window, in the **Basic Information** section, enter a Username, First Name, Last Name, and Display Name. Only a Username is required.
4. Optionally, in the **Online Addresses** section, add contact information for your dependent.

5. Optionally, in the **Password** section, enter and confirm a password for your dependent. You must enter and confirm a password for your dependent if you want your dependent to be able to log in to Self Service to view and respond to alerts and events.
6. Click **Save**.

A Success message is displayed at the top of the New Dependent window.

## Prioritize personal devices for your dependents

If your administrator has configured the ability for users to prioritize the order of the personal devices that they receive alerts on, you can prioritize the personal devices for your dependents from the Dependents screen in Self Service. Your dependent must have at least one personal device enabled with a device address in their user profile to prioritize their personal devices.

1. Log in to Self Service and click **Dependents**.
2. On the **Dependents** screen, click **Prioritize personal device** in the row for the dependent whose devices you want to prioritize.
3. On the **Prioritize Personal Devices** window, click and drag to reorder the device.
4. Click **Save**.

# Troubleshooting

This section describes issues you might encounter with Self Service. In most cases, the solutions provided in this section will resolve these problems. If they do not, contact BlackBerry AtHoccustomer support at athocsupport@blackberry.com.

## Unable to log in to Self Service

The three most common reasons you might be having trouble logging in to Self Service are described and resolved below.

**Registration verification problem**

**Issue:** When you enter your username and password, an Account Verification screen appears, telling you that your account has not yet been verified in the system.

The cause of this is that you have logged into your account before verifying your email.

**Solution:** Click the Resend Email button, then open the email that is sent to your email address and click the Verify Now button that appears in the body of the email.

**Expired link problem**

**Issue:** When you enter your username and password, an Account Verification screen appears, telling you that the account verification email has expired.

This happens because you did not click the email verification button embedded within the registration email within the specified time of receiving the email. The verification link is only valid for 48 hours; after that you need to request a new link be sent to you via email.

**Solution:** Click the Resend Email button, then within 48 hours, open the email that is sent to your email address and click the Verify Now button that appears in the body of the email.

**Unrecognized link problem**

**Issue:** When you click a link to access the BlackBerry AtHocsystem for your organization, the phrase "The link was not recognized" appears at the top of the login screen.

There are different reasons why this message might appear, including the following:

- The link you clicked was somehow truncated: for example, if it was in an email and wrapped to a new line.
- The link has changed.
- The link was used in the past.
- Your registration was never completed and your username has been removed from the system. This happens if a username is created and then not verified within 60 days.

**Solution:** The solution in each of the cases listed above is the same: enter your username and password on the Login screen that you are on, then click **Log In**.

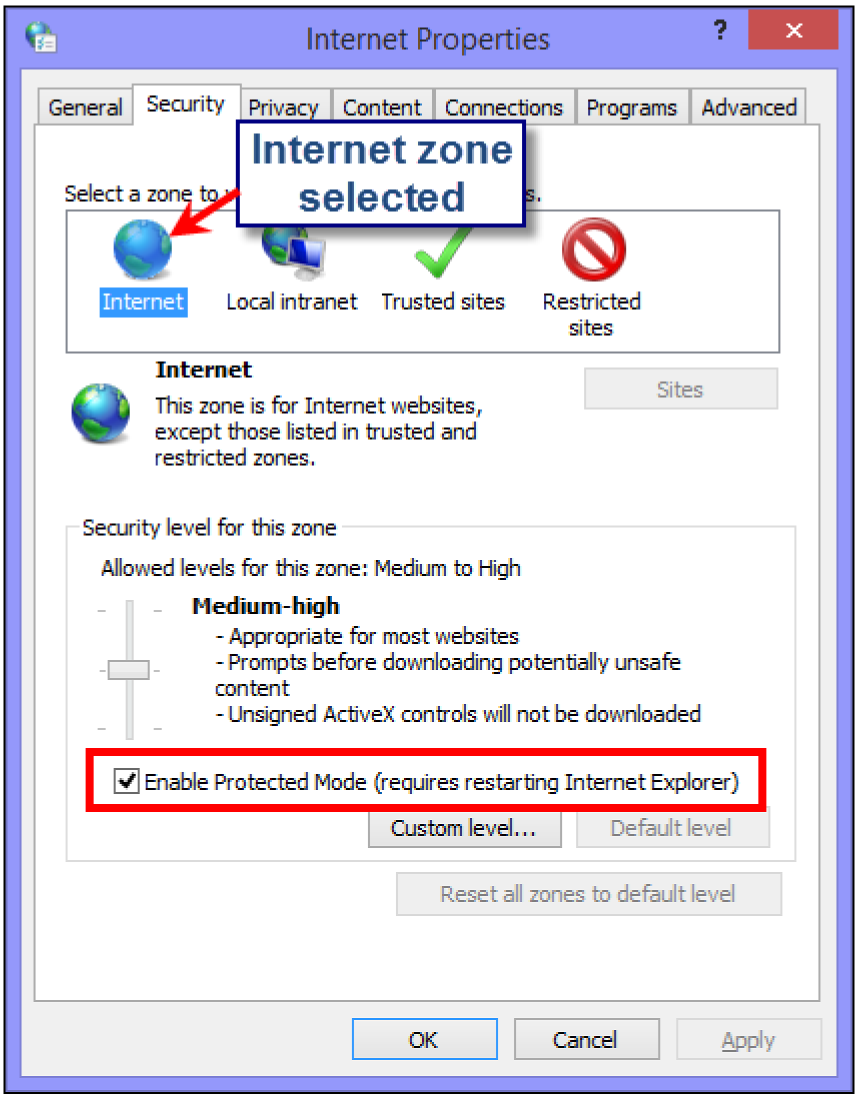
- If the original problem was caused by a truncated or corrupted link but you have successfully registered in the past, entering your username and password on the screen will grant you access to the system.
- If you have forgotten either your username or password, click the corresponding **Forgot Username?** or **Forgot Password?** link on the screen and enter the requested info on the screen that appears.
- If the original problem was due to a registration verification issue, the screen described in the "Registration Verification Problem" section above will appear. Follow the instructions in that section to resolve the issue.

- If the original problem was due to an expired, unverified username, an error message will appear, telling you that the username does not exist. On the Registration screen that appears, create a new username and password.

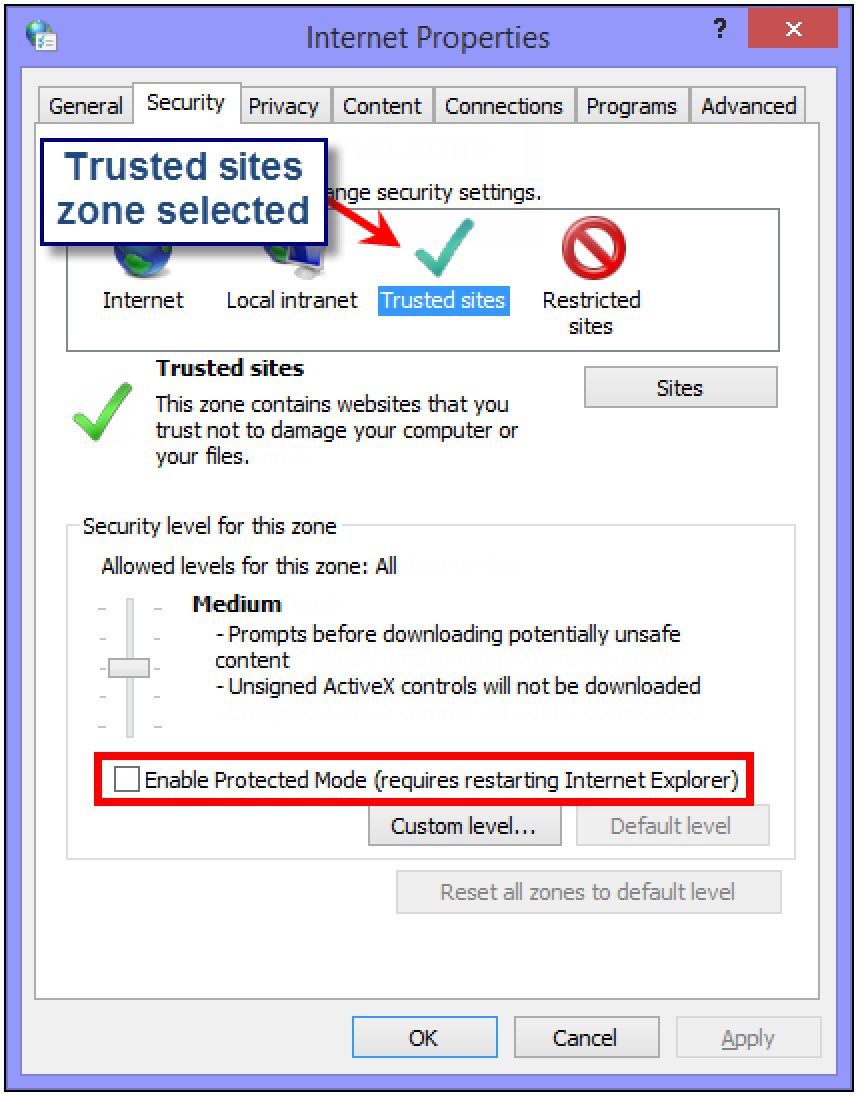
# Workaround for the Self Service validation error

If you are using Internet Explorer (IE) 9 or later with Windows 7 or later, you might receive a validation error when you try to view the Self Service screen. To fix this error, complete the following steps:

1. Go to **Control Panel** > **Internet Options** and click the **Security** tab.
2. With the Internet zone options displayed, select **Enable Protected Mode**.




3. Click the **Trusted sites** icon.
4. With the **Trusted sites zone options** displayed, deselect **Enable Protected Mode** if it is selected.




5. Click **Sites**.
6. On the **Trusted sites** screen that appears, enter the BlackBerry AtHoc website address in the **Add this website to the zone** field.
7. Click **Close**.
8. If the Self Service screen is blocked by Active X (indicated by a yellow bar at the top of the screen requesting permission to display images), click **Yes** to unblock it and allow Active X to display the Self Service screen.

# BlackBerry AtHoc Customer Support Portal

BlackBerry AtHoc customers can obtain more information about BlackBerry AtHoc products or get answers to questions about their BlackBerry AtHoc systems through the Customer Support Portal:

https://www.blackberry.com/us/en/support/enterpriseapps/athoc

The BlackBerry AtHoc Customer Support Portal also provides support via computer-based training, operator checklists, best practice resources, reference manuals, and user guides.

# Documentation feedback

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